



Platform and Configuration Support Policies

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DEFINITION OF THE TERMS RELATED TO PLATFORM SUPPORT POLICY

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Platform - is a third party hardware architecture and/or a third party software framework which allows Dassault Systèmes software products to run.

Platforms can include one or several of the following hardware and/or software components:

- hardware architecture,
- operating system (including national language parameter settings),
- programming languages and frameworks
- runtime libraries,
- application servers,
- database,
- other middleware ...

Platforms are categorized by Dassault Systèmes as follows:

- **Qualified** – Qualified Platform is a Platform for which Dassault Systèmes has performed a set of extensive automated and/or manual test cases. Each Qualified Platform is tested on each version, Release and/or Maintenance Delivery related to the Dassault Systèmes software product for which the Platform is documented by Dassault Systèmes as Qualified.

How Dassault Systèmes software products are supported on Qualified Platform? Dassault Systèmes software products are supported in accordance with Dassault Systèmes support services policies detailed at www.3ds.com/terms/support-policies. In addition, for each Qualified Platform there will be a lab machine at Dassault Systèmes configured and capable of running Dassault Systèmes software product, enabling Dassault Systèmes to address a Dassault Systèmes software product Service Request specific to the Platform.

- **Validated** – A Validated Platform is a Platform for which Dassault Systèmes has performed a set of basic automated and/or manual test cases.

How Dassault Systèmes software products are supported on Validated Platform? Dassault Systèmes software products are supported in accordance with Dassault Systèmes support services policies detailed at www.3ds.com/terms/support-policies. In addition, for certain Validated Platforms there might be a lab machine at Dassault Systèmes configured and capable of running Dassault Systèmes software product enabling Dassault Systèmes to address a Dassault Systèmes software product Service Request specific to the Platform. When a Service Request is submitted Dassault Systèmes is making its commercially reasonable efforts to set up a lab machine as specified above for the Validated Platform on which the concerned Dassault Systèmes software product is running.

- **Compatible** - A Compatible Platform is a Platform for which Dassault Systèmes has not performed any automated and/or manual test cases at any level. However, relying upon Platform vendor compatibility rules or support policy, there is no known technical reason why Dassault Systèmes software products will not run on a Compatible Platform Configuration.



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Certified
Hardware

How Dassault Systèmes software products are supported on Compatible Platform? Dassault Systèmes software products are supported in accordance with Dassault Systèmes support services policies detailed at www.3ds.com/terms/support-policies provided that all Services Requests can be reproduced and addressed by Dassault Systèmes on a Qualified Platform. For Compatible Platforms, there will be no lab machine at Dassault Systèmes configured and capable of running Dassault Systèmes software product enabling Dassault Systèmes to address a Dassault Systèmes software product Service Request specific to the Platform.

- **Incompatible** – A Incompatible Platform is a Platform for which Dassault Systèmes has confirmed that Dassault Systèmes software product(s) will not properly operate on it.

How Dassault Systèmes software products are supported on Incompatible Platform? No support is provided by Dassault Systèmes for Dassault Systèmes software products on Incompatible Platform.

- **Not Listed Platform** - If a Platform is not listed in one of the following categories Qualified or Validated or compatible or incompatible, no information is available and no consideration has been given as to whether it will or will not work.

How Dassault Systèmes software products are supported on Not Listed Platform? No support is provided by Dassault Systèmes for Dassault Systèmes software products on Not Listed Platform.

The performance of Dassault Systèmes support services is conditioned upon the third party vendor maintenance and support policy (including, but not limited to, the lifecycle policy of the third party vendor) for the Platform(s).

If the maintenance and support for the Platform(s) is(are) modified or is no longer publicly available from its (their respective) third-party vendor(s), Dassault Systèmes reserves the right, at its own discretion, without being held responsible of any damages whatsoever:

- to revise the Platform for the Dassault Systèmes software products and Release(s), or
- to end support services for the corresponding Dassault Systèmes software products and Release(s).

In any and all cases, DS has no obligation and no responsibility to provide maintenance and support service on and/or for third party Platform(s). Customer remains solely responsible for the choice, deployment and use of any Platform(s). Customer remains fully responsible to maintain continuous support arrangements, relationship and contacts with third party providers of any elements of a Platform to determine issues related to third party provider's products.